

Delahunt, William

From: [REDACTED]
Sent: Thursday, September 20, 2001 1:46 PM
To: Delahunt, William
Subject: Travel Agency Help

From:

[REDACTED]
Norwell, MA 02061

Representative Delahunt:

September 20, 2001

Dear Representative Delahunt,

I am writing today on behalf of small travel agencies throughout your district and the country who have been severely financially impacted by our national tragedy. We have heard on the media about the billions of dollars in lost revenue by the major airlines, but not once has anyone mentioned the enormous lost revenue that the thousands of small travel agencies have suffered.

If an aid package is approved by Congress, please represent our interests, as well. We are here in our offices working hard for the traveling public, your constituents, refunding thousands of tickets and thousands of dollars, including our previously earned commissions.

We have spent the past eight days trying to bring our clients home from their destinations, spending much time on the telephones with airlines, scheduling and re-scheduling flights. All of this effort is part of the service we provide but are not currently being compensated for. If airline industry money becomes available, please let us know how we can apply for our share of these funds. I believe it will be a long time before the travel agency industry recovers financially from this tragedy.

Sincerely,

[REDACTED]
[REDACTED]
[REDACTED]
Norwell MA 02061
[REDACTED]

Sincerely,

[REDACTED]